

**KOJ YUAV HU RAU GHPP TXOG KEV SIV KOJ TEJ
CAI LI CAS**

Yog koj xav siv cov cai piav ntawm koj tus kheej nyob hauv daim ntawv no, thov hu rau GHPP ntawm:

GHPP
Post Office Box 942732
MS 8105
Sacramento, California 94234-7320
1-(800)-639-0597

TSIS TXUAS SIAB

Yog koj ntseeg tias lawv ua txhaum txoj cai ntawm koj tus kheej thiab xav sau daim ntawv tsis txaus siab, koj hu los yog sau ntawv tsis txaus siab rau:

Privacy Officer
California Department of Health Services
P.O. Box 942732
MS 4722
Sacramento, California 94234-7320
(916) 255-5259 (Voice) or
(877) 735-2929 (TTY/TDD)

Los yog

Secretary of the U.S. Department of Health and Human Services

Office for Civil Rights
Attention: Regional Manager
50 United Nations Plaza, Room 322
San Francisco, California 94102

Xav paub ntau ntxiv, hu rau (800) 368-1019
Los yog

U.S. Office for Civil Rights
(866) 627-7748 (Voice) or (866) 788-4989
(TTY/TDD)

YUAV TSIS NTAUS NQI DAB TSI

GHPP tsis muaj peev xwm tshem koj cov kev pab kho mob los yog koj yuav tsis raug txim dab tsi los ntawm qhov koj sau daim ntawv tsis txaus siab los yog siv tej yam cai tiv thaiv tus kheej nyob hauv daim ntawv qhia no:

HLOOV DAIM NTAWV QHIA

GHPP yuav tsum ua raws daim ntawv qhia no. Li cas los, GHPP muaj peev xwm hloov txoj cai ntawm nws tus kheej. Yog hais tias GHPP yuav hloov, daim ntawv qhia txog xyauv tiv thaiv tus kheej yuav muab sau dua thiab muab rau koj yog koj nyob rau hauv GHPP txoj kev pab.

HNUB SIV TAU

Daim Ntawv Qhia Kev Xyaum tiv Thaiv Tus Kheej pib siv txij li lub Plaub Hlis tim 14, 2003.

Xav tau ib tsab ntawv luam ua lwm hom lus rau tsab ntawv qhia no, Ntawv rau cov tsis pom kev, ntaus cov ntawv kom loj, kaw rau hauv kasxev, los yog daim dij (disk) rau khoospivtawj (Computer) thov hu los yog sau ntawv rau tus Neeg saib xyuas txoj cai tiv thaiv tus kheej ntawm tus xov tooj los yog qhov chaw nyob saum toj no.

**California
Department of Health Services**



**IB QHO LUS QHIA LOS
NTAWM KEV PAB
TXOG COV NEEG XIAM
OOBKHAB (GHPP)**

**QHIA TXOG KEV
XYAUM TIV
THAIV TUS
KHEEJ**

*****TSEEM CEEB*****

**GHPP TSIS MUAJ COV NTAWV LUAM
TXOG KEV KHO MOB TXHIJ. YOG TIAS
KOJ XAV SAIB, TAU IB TSAB, LOS
YOG PAUV KOJ COV NTAWV KHO
MOB, THOV HU TAU KOJ TUS KWS
KHO MOB, LUB TSEV KUAJ MOB, LOS
YOG LUB TSEV KHO MOB. YOG TIAS
KOJ NYOB NTAWM PAWG SAIB
XYUAS KEV KHO MOB, QHOV KEV
SAIB XYUAS YUAV QHIA TXOG KEV
THEM NQI KHO MOB RAU KOJ TXIJ LI
THAUM KOJ NYOB HAUV TXOJ KEV
SAIB XYUAS KEV KHO MOB. THOV HU
RAU PAWG SAIB XYUAS KEV KHO
MOB LOS YOG KOM LAWV LUAM COV
NQI KHO MOB RAU KOJ SAIB.**

Qhov lus qhia no piav txog cov ntawv
kho mob hais txog koj yuav siv li cas
thiab txhob kaw thiab yuav mus paub
txog cov ntawv kho mob no li cas.

THOV SAIB NWS DUA KOM MEEJ.

Raws txoj cai ntawm GHPP yuav tsum tiv thaiv cov ntawv kho mob hais txog koj tus kheej. Peb yuav tsum tau tiv thaiv ob yam ntawm koj hais txog koj cov ntawv kho mob thiab koj qhov kev tsim nyog tau txais kev pab rau GHPP thiab koj tus kheej tej kev kho mob. GHPP yuav tsum muab ib daim ntawv rau koj thiab qhia koj hais tias GHPP yuav siv thiab muab tawm ("tsis kaw") cov ntawv kho mob hais txog koj thiab koj tus kheej muaj cai li cas.

GHPP YUAV SIV THIAB KOOM NTAWV KHO MOB NTAWM KOJ LI CAS

Koj lub npe, chaw nyob, kev kho mob ntawm koj tus kheej, keeb kwm kho mob, soj ntsuam kev kho mob, thiab kev kho mob pab muaj rau koj yuav muab siv thiab koom qhia ncaj qha rau kev pab ntawm GHPP. Lwm yam muaj nrog, xws li:

- Kev txiav txim siab uas koj tau txais kev pab rau GHPP.
- Kev txiav txim siab ntawm cov nqi uas koj yuav tsum tau them ua ntej koj yuav tau txais kev pab los ntawm GHPP.
- Kev txiav txim siab uas yog koj tau txais kev pab rau daim ntawv kho mob (Medi-Cal) thiab yog koj muaj ntawv kho mob cov laus (medicare) los yog cov kev kho mob koj yuav sab nrauv pab ntxiv.
- **Hais txog kev kho mob:** Kev pom zoo thiab/los yog tau tso cai kev pab kho mob thiab soj ntsuam rau koj. Koj yuav tau thov kev pab kho mob uas GHPP yuav tau pom zoo ua ntej koj yuav tau txais kev pab kho mob. Yuav tau txais qhov kev pom zoo no, GHPP yuav tau txais koj cov ntawv kho mob los ntawm thiab muab nws qhia rau lwm tus tib neeg uas muaj feem cuam hais txog kev kho ntawm koj uas yuav saib kom meej tias koj tau txais kev pab li qhov koj xav tau.

▪ **Kev them nqi:** GHPP thiab cov neeg ua hauj lwm nrog peb txais, saib dua, pom zoo, pib, thiab them cov nqi kho mob los ntawm koj tus kws kho mob los yog lwm tus kho mob uas tau kho thiab pab koj. GHPP yuav qhia cov kev kho mob hais txog koj rau cov kws kho mob thiab lwm tus pab kho mob xa cov nqi rau GHPP. HGPP yuav xa cov nqi kho mob uas lawv tau txais mus rau lwm qhov chaw uas pab them nqi kho mob los yog lwm lub koos haum uas yuav pab them cov kev kho mob uas koj tau mus kho.

▪ **Hais txog kev kho mob nkeeg:** GHPP yuav siv qhov tseeb hais txog kev kho mob ntawm koj thiab kev kho mob uas ntseeg tias koj tau txais kev kho mob zoo. GHPP yuav siv cov kev kho mob no tshawb xyuas los yog soj ntsuam kev tsis ncees los ntawm cov kws kho mob los yog lwm tus kho mob thiab kev npaj tsww yim nrog rau cov tsww fwm ntawm GHPP.

LWM YAM SIV LOS NTAWM KOJ COV KEV KHO MOB

GHPP yuav siv los yog muab cov ntawv kho mob hais txog cov neeg mob tawm tau xws li hauv qab no:

- Lwm yam hais txog ntawm kev noj qab haus huv, xws li yuav tau qhia tej yam mob uas tshwm sim sai.
- Hais txog kev raug cai lwm yam, xws li yuav tsum ua raws li tsev txiav txim tau hais tseg.
- Tub ceev xwm tej hauj lwm, xws li qhia txog tus neeg ploj lawm nyob rau qhov twg.
- Raws li kev tshawb nrhiav pom tias yuav tsum muaj cov cai tiv thaiv tus kheej, xws li kev tshawb nrhiav no los yeej ib yam rau kev tiv thaiv hais txog kab mob.

▪ Yuav zam tau tej kev kub ntxhov thiab tej lus hhw tawm rau kev noj qab nyab xeeb xws li tus tib neeg tuaj tsim kev kub ntxhov.

- Koj hu hais txog koj cov GHPP kev pab.
- Muab cov ntawv kho mob uas twb tsis siv txog rau koj lawm, xws li daim ntawv teev txog GHPP teeb meem kev kho mob tshwm sim rau GHPP cov neeg mob ntawv nraum li cas.
- Hais txog lwm yam ua raws txoj cai, xws li kev pab raug mob, qhov no yuav tau sib koom nrog rau koj cov kev kho mob.

GHPP yuav muab koj cov ntawv kho mob hais txog koj tawm rau lwm lub koos haum uas nws pab khiav cov hauj lwm no, xws li cov chaw pab them GHPP cov nqi. Yog GHPP ua qhov no, nws yuav xyuas kom meej tias cov koos haum no yuav tiv thaiv hais txog koj tus kheej cov ntawv kho mob uas peb tau muab rau lawv.

Cov cai hauv qee lub xeev tsis pub koom siv cov ntawv kho mob xws li qhov hais los saum toj no, piv txwv tias muaj ib cov cai txwv tsis pub hais txog ntawv kho mob hom HIV/AIDS, kho cov puas hlwb, cov ua tsis taus noj thiab siv yeeb tshuaj thiab dej caw. GHPP yuav ua raws cov cai no.

HAIS TSEG

YOG KOJ YOG IB TUG NEEG UAS SIV NTAWV PAB KHO MOB (MEDI-CAL), TXOJ CAI YUAV TSIS KAM SIB KOOM IB COV NTAWV KHO MOB TAU TEEV TSEG LOS SAUM TOJ NO. NTAWV PAB KHO MOB TXOJ CAI HAIS TIAS TSUAS SIV TAU LOS YOG KOOM RAU LWM YAM UAS NCAJ QHA RAU NTAWM QHOV KEV PAB NTAWV KHO MOB TXOJ KEV PAB.

THAUM XAV SAU DAIM NTAWV TSO CAI

Yog tias GHPP xav siv koj cov ntawv kho mob rau lwm yam uas tsis tau teev saum toj no, nws yuav tau daim ntawv tso cai los ntawm koj. Yog koj sau ntawv tso cai rau GHPP los yog pom zoo siv los yog koom koj cov ntawv kho mob rau lwm yam ntawd, koj yuav them tau koj daim ntawv tso cai los yog daim ntawv pom zoo lub sij hawm twg los tau.

KOJ TUS KHEEJ MUAJ CAI LI CAS

Raws li txoj cai koj muaj feem rau:

- Saib thiab luam tau koj cov ntawv kho mob ntawm koj tus kheej uas GHPP muaj.
- Yog koj cov ntawv kho mob pauv es koj ntseeg tias nws yuam kev los yog koj cov lus muaj tsis tas, thiab GHPP pom zoo. Los yog GHPP tsis pom zoo, koj yuav tau sau ib daim ntawv ntxiv rau koj phau ntawv kho mob qhia hais tias yog vim li cas thiaj li yuam kev los yog tsis muaj.
- Sau cov npe neeg uas muaj koj tus kheej cov ntawv kho mob ntawm GHPP. Daim ntawv muaj npe no yuav tsis muaj nyob rau koj cov ntawv kho mob uas muab rau koj los yog tus sawv cev ntawm koj los yog muab nws koom rau kev kho mob, kev them nqi, los yog kev kho mob.
- Kom GHPP sau ntawv rau koj lwm txoj kev, los yog rau lwm qhov chaw, xws li xa ntawv rau koj tom tsev xa ntawv (P.O. Box) uas tsis yog xa rau koj qhov chaw nyob tom tsev.
- Kom GHPP siv koj cov ntawv kho mob thiab muab tawm kom muaj fij xws. Tab sis GHPP yuav tsis pom zoo raws li koj qhov kev thov.
- Koj muaj txoj cai kom tau ib daim ntawv Qhia txog Xyaum Tiv Thaiw Tus Kheej. Daim ntawv qhia no muaj nyob rau hauv CMS Web site ntawm <http://www.dhs.ca.gov/pcfh/cms/ghpp/>.